

Pacifica Paddle Sports - Office Ambassador



JOB DESCRIPTION

Our Office Ambassadors (OA's) are key players on the Pacifica Team. They are the first point of contact for our customers, and help create a meaningful experience for our guests from start to finish. An Office Ambassador is personable, hard-working, and enjoys interacting with a wide variety of people. Hours range from part-time to full-time, May to October.

Benefits of working at Pacifica include a friendly, supportive, social environment. You'll get a great mix of working inside and outdoors at the marina, and interacting with people. Customers here are relaxed, friendly, and often on vacation mode, so are easy to interact with. As a perk of the job, you'll have use of any of the kayaks, canoes and paddle boards for personal time!

RESPONSIBILITIES INCLUDE:

1. Greeting and welcoming guests
2. Booking rentals, tours and lessons
3. Updating availability of tours and lessons
4. Answering incoming calls and promptly returning messages
5. Reading, sorting, and responding to emails
6. Processing gear and merchandise sales
7. Maintaining a clean and organized office space
8. Maintaining a clean and welcoming shop space for our guests
9. Assisting dock ambassadors when required

REQUIREMENTS

1. Strong organizational and problem solving abilities
2. Great communication and people skills
3. Ability to work under pressure in a fast-paced environment
4. Previous experience in a customer service role
5. Prior front office experience an asset
6. Proficient in English (oral and written)
7. Familiarity with computer and POS systems

TO APPLY

- Submit resume and cover letter online to E-J Frederiksen ej@pacificapaddle.com
- Apply in person at our Brentwood Bay Office - 789 Saunders Lane, Brentwood Bay, BC 250-665-7411